

1/10/06

DOCKET FILE COPY ORIGINAL

To:
Consumer Complaint
Dept ~~10~~

From:

Sylvia Brown
Docket # 04-207

07/10/2006 07:48 8454733030

MOON

July 10, 2006

Sylvania Brown
P.O. Box 4750
Poughkeepsie, NY 12602
Docket #04-207

RECEIVED
AUG - 1 2006
Federal Communications Commission
Office of the Secretary

To Whom It May Concern:

I recently submitted a complaint with your company regarding my cable service Time Warner Cable. Time Warner informed me that I had a past bill from 2004 in Amount of \$ 435.00 I am contest this bill because I was not informed when I moved to a new address 175 Union St. Apt. (year 2005) when service connected. Of any is past due amount. I was mentioned until to almost two years later. When I moved to 160 Rochdale Rd. Apt.1 (Poughkeepsie) Time Warner all of should came up with past due amount (year 2006) I never change my name or social security number for them to say they couldn't find me if I did owe the past due bill.

I did speak to a representative about the matter and she was willing to make payment agreement with they past due amount and I had agreed but I didn't make them because I don't feel responsible for the past due bill. At this time my cable service is turned off.

No. of Copies rec'd _____
List ABCDE _____

Enclosed is copies of my connection of service which show I didn't owe any past due amount or service

PS. I submitted my complaint to you via internet

Thank You ,

Sylvania Brown

CABLE

ABLE
IE

HEADEND 42

SEQUENCE NO. 920,206

AT 02

IR TECH. #		WORK ORDER		PRINT DATE	
5354		NUMBER 12603142405535017		02/24/06	
IR NUMBER	RESIDENCE PHONE	BUSINESS PHONE	W.O. DESCRIPTION	SCHEDULED DATE	TIME
50205270	845-849-0749		PHONE RECONNECT	2/27/06	8-12P
SERVICE NAME AND ADDRESS			REPRINT	MAP CODE	MISC.
S. SYLVANIA ROCHDALE RD # 1 JUGHKEEPSIE NY 12603-1424				7458	30851
DWELLING TYPE			TYPE HOOK-UP		
1 PRIVATE			AERIAL		
CALLER NAME		HOUSE STATUS	POLE OWNER	POLE NUMBER	BRIDGER ADDRESS
AME		CABLE/MODEM/TEL		PE520000B	PE 52B

NOTES TO IR TECHNICIAN

JB IS IF WANTS SAME NUM 845 849 0749
 ACTIVE# 845-849-9119

UNKNOWN

NUMBER
OUTLET
0

WORK TO BE PERFORMED				CONVERTER				TERMINAL ADDRESS																								
CODE	QTY.	DISCOUNT	DESCRIPTION	CHARGE	SERIAL NUMBER	TYPE	STATUS																									
7L	1		DP-Low \$ STD		PMVD090CD 530BME21305078X 115																											
80	1		DIR LIST																													
DB	1		GF EQUIP DEP																													
EL	1		PHONE SVC																													
1-2D	1		AOLRR1	129.95																												
Y-2D	1		BASIC																													
1-2D	1		DTV UNIV REM																													
1-2D	1		STANDARD SVC																													
1-2D	1		DTV CVTR																													
A-2D	1		DTV																													
U-2D	1		ALL N 1 TPL																													
LOG : SBROWN93																																
PSWD: lalin9718ch																																
EMAL:																																
					SIGNAL LEAKAGE DETECTED <input type="checkbox"/> YES <input type="checkbox"/> NO G/B GROUNDED <input type="checkbox"/> YES <input type="checkbox"/> NO MEASURED @ FEET REPAIRED <input type="checkbox"/> YES <input type="checkbox"/> NO <table border="1"> <tr> <th>TAP</th> <th>LEVEL</th> <th>G.B.</th> <th>LEVEL</th> <th>SET</th> <th>LEVEL</th> <th>DATA</th> <th>LEVEL</th> </tr> <tr> <td>CH</td> <td></td> <td>CH</td> <td></td> <td>CH</td> <td></td> <td>MHZ</td> <td></td> </tr> <tr> <td>CH</td> <td></td> <td>CH</td> <td></td> <td>CH</td> <td></td> <td>MHZ</td> <td></td> </tr> </table>				TAP	LEVEL	G.B.	LEVEL	SET	LEVEL	DATA	LEVEL	CH		CH		CH		MHZ		CH		CH		CH		MHZ	
TAP	LEVEL	G.B.	LEVEL	SET	LEVEL	DATA	LEVEL																									
CH		CH		CH		MHZ																										
CH		CH		CH		MHZ																										
					TROUBLE CALL REASONS																											
					WD RSN: MOVE/TRANSFER																											

TAG NO. 992522
 TAG NO. WC989336
 TAG NO. T17

DEPOSIT TO COLLECT		DEPOSIT AMOUNT PAID		TAG NO.	
PREPAYMENT TO COLLECT		PREPAYMENT AMOUNT PAID		TAG NO.	
TOTAL AMOUNT TO COLLECT		TOTAL AMOUNT PAID		TAG NO.	
COMPLETION				TROUBLE CALL RESOLUTION CODES	
DATE	IR TECH #	START	STOP	CODE	
2-27-06	5801005	10:55A	35LC		
IR TECH. COMMENTS AND MATERIALS USED				I acknowledge receipt of the equipment as listed above. I further acknowledge satisfactory completion of the work performed as indicated above, and that I have read and agree to the terms and conditions on the reverse side.	
REC'D T VOICE 115DPC				CABLE TV	
CUSTOMER SIGNATURE				DATE	
H2				2-27-06	
TWC REPRESENTATIVE				DATE	

CUSTOMER COPY

WORK ORDER

TIME WARNER CABLE
12 RESERVOIR SQ POUGHKEEPSIE NY
845-331-1711

* 11/04/05
* 13:21
* 0Y2J &ZR
* P0404
*

-----S U B S C R I B E R I N F O R M A T I O N-----

SYLVANIA BROWN
175 UNION ST APT 1

POUGHKEEPSIE, NY 12601-3058
845-452-3506

ACCT: 8150310140317615
STATUS: , , D
STMT BAL: \$ 136.42
LAST PAY: \$ 53.00 (08/26/05)
CURR BAL: \$ 136.42

-----P A Y M E N T S-----

CASH \$ 80.00
CHECK# \$ 0.00
CC# \$ 0.00

TOTAL APPLIED TO ACCOUNT:

\$ 80.00

ENDING BAL: \$ 56.42

SIGNATURE _____

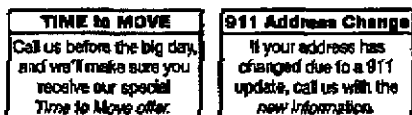
NOTE:

-----E Q U I P M E N T A C T I V I T Y-----

EQUIPMENT SERIAL NUMBER ACTIVITY EQUIPMENT SERIAL NUMBER ACTIVITY

SIGNATURE _____

-----T H A N K Y O U-----



TIME WARNER CABLE
SUITE 1390
BUFFALO NY 14270-1390

[illegible]

815031014031761500100792

8150 31 014 0317015

Total due by 9/15/2005

PAYXPRESS
ONLINE <

Pay your bill online!
www.twcnyc.com

Or, Pay By Phone At 1-888-899-7737